

PREPARING FOR THE IAD CHANGES – OCTOBER 2008 – Communication 3

INTRODUCTION

Within quick succession, this is the third of an ongoing set of communications which, hopefully you find both helpful and informative about the planned functionality changes within the Internet Access to Data (IAD) system. This communication centres on the most immediate actions outlined in Communication 1 (22nd August) and to share with you the questions that you have raised and the answers.

KEEPING IN TOUCH

Firstly, thank you to everybody who has been in touch and raised interesting questions or has sought clarification on a few points. It is important that these communications are conveyed in a timely manner and directed to the appropriate people. If you are not available at any time between now and 13th October and you wish us to direct these weekly bulletins to a colleague then please let us know via xoserve.userpays@xoserve.com

LSO MANAGED ORGANISATION v. USER MANAGED

The questions you have been raising so far relate to this matter of whether to control the passwords via a single or team of LSOs or otherwise. The merits of the pros and cons are many and varied and therefore these communications may not fully help you form your decisions as to what the right approach is for your organisation. Should you wish to discuss your thoughts or concerns or seek clarification about anything that is not clear then please contact Dave Ackers on 0121 623 2492 or send your question to dave.j.ackers@xoserve.com or xoserve.userpays@xoserve.com.

ACTIONS during the next two weeks

2208.02	Monday 1st September - Inform us, via xoserve.userpays@xoserve.com if your organisation wishes to be an LSO Managed Organisation. - Thank you if you have already done this -
2908.04	Friday 5th September - xoserve to send a list of all IAD accounts being invoiced to User Pays Account Managers of those organisations that wish to be LSO Managed Organisations
2908.05	8th -12th September - LSO Managed Organisations to use this list to reconcile against the list of accounts to be submitted on their Template (see Communication 2 - dated 27 th August)

QUESTIONS YOU HAVE ASKED

1. **How do I arrange for somebody to become a Local Security Officer?**
 - A. [The attached form explains the method by which you can register a new LSO.](#)



2. What is the process for re-setting the Security Profile Questions?

A. There are two scenarios :

a) An LSO wishes to change the profile details e.g. change of name or the e-mail address changes or security password compromised.

- In this scenario, the LSO personally has to contact the Helpdesk 0800 917 7111 to ask for the whole profile to be flattened or to change the pre-set answer to any one of the 3 questions.

b) The LSO ceases to be an LSO or leaves the organisation.

- In this scenario, the assigned set of IAD accounts linked to this LSO has to be inherited by another appointed LSO. In this event it is required that the approved LSO who is to inherit the set of IAD accounts raises a job to ask for the reassigning of those accounts.

3. Can we select the 3 Security Profile Questions?

A. No. The Security Profile Questions have been discussed and agreed at recent User Pays User Committee meetings. The three questions are :- What is your/LSO email address; What is your/LSO name; What is your first school/LSO IAD Admin. password. The answer to the 3rd security profile question can be anything that is of meaningful significance.

4. Will there be a password reset cut off for User Managed accounts before 13th October?

A. One of the issues that we are considering is the need to freeze the populous of IAD accounts for a period of time prior to the 13th October. This will mean that no new accounts will be created or passwords reset during this stabilising period. The initial view is that this freeze will commence from 6th October. This will be confirmed in the near future.

5. If we set ourselves up as an LSO Managed Organisation can we still contact the IS Security team via the Helpdesk to re-set User account passwords?

A. It is envisaged that this will be rare but the short answer is - Yes.

6. If we elect to be a User Managed organisation initially but then want any newly created IAD accounts from the 13th October to be LSO Managed, can we do this?

A. If, at the point of inheriting a newly created account via the IS Security team, you wish to enter the LSO profile details and change the password prior to issuing the IAD account to the nominated User then you can do this. From that point, only the LSO can change the password or retrieve the password if the User forgets it.

7. Can the IAD User Password be the same one that the User is familiar with and has been using prior to 13th October?

A. If you are going down the LSO Managed Organisation route then we can datafix the same or different passwords on the weekend that the changes are implemented (this will be based on the details you provide on your Template returns). If you are going down the User Managed Account route then on the first occasion that the User logs in to the

IAD system (after the 12th October) it will expect a different password to be input to the one which has been used previously.

NEXT COMMUNICATION

In the Communication 4, we will focus on other changes that Users will experience from the 13th October and include other significant dates for the diary.